Neo Release Notes v20.1

January 2020

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TRAVEL

[AIR] AMADEUS SEAT MAP ENHANCEMENTS

GDS IMPACTED	Amadeus
COUNTRY	BE - NL - DK – SE – NO – FI - FR - DE- CH – ES
TIER	All
ACTIVATION	Automatic
STATUS	Launched / Included with 20.1 release

SYNOPSIS

The seat map display has evolved, and cabin classes and seat statuses are now displayed. Additional information for seats will be provided on the seat map, including:

- Available seats

- Taken seats

- Premium seats (i.e. those with attached conditions, such as frequent flyer status).
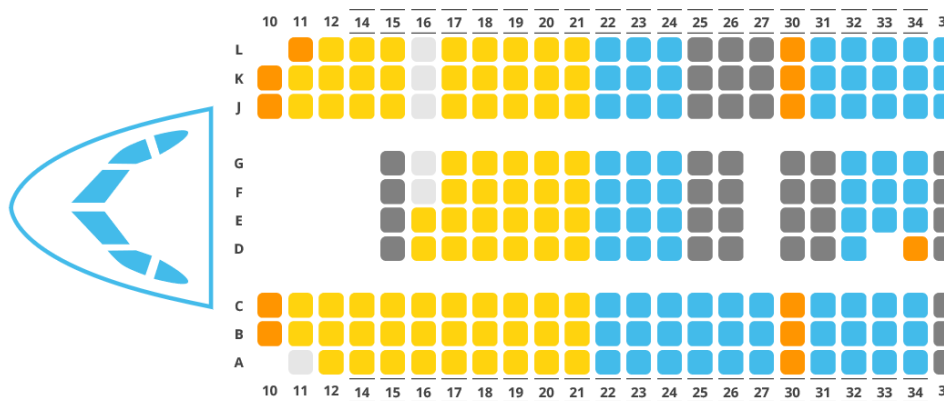
- Paid seats

SCOPE

- Amadeus

[HOTEL] AUTOMATED HOTEL PRICING

GDS IMPACTED	SMP, Galileo, Sabre, Booking.com and HCorpo (HotelHub 20.1 SP1)
COUNTRY	All
TIER	All
ACTIVATION	Automatic
STATUS	Launched / Included with 20.1 release

SYNOPSIS

The availability of hotels as well as the prices of hotel results will be automatically priced for some hotel suppliers. This automated pricing takes effect when pages or the sorting order is changed and when hotel filters are used during a search.

A pagination of 12 hotels per page has also been introduced on the user interface.

Note: Depending on your configuration, it is possible that less than 12 hotels per page are automatically priced.
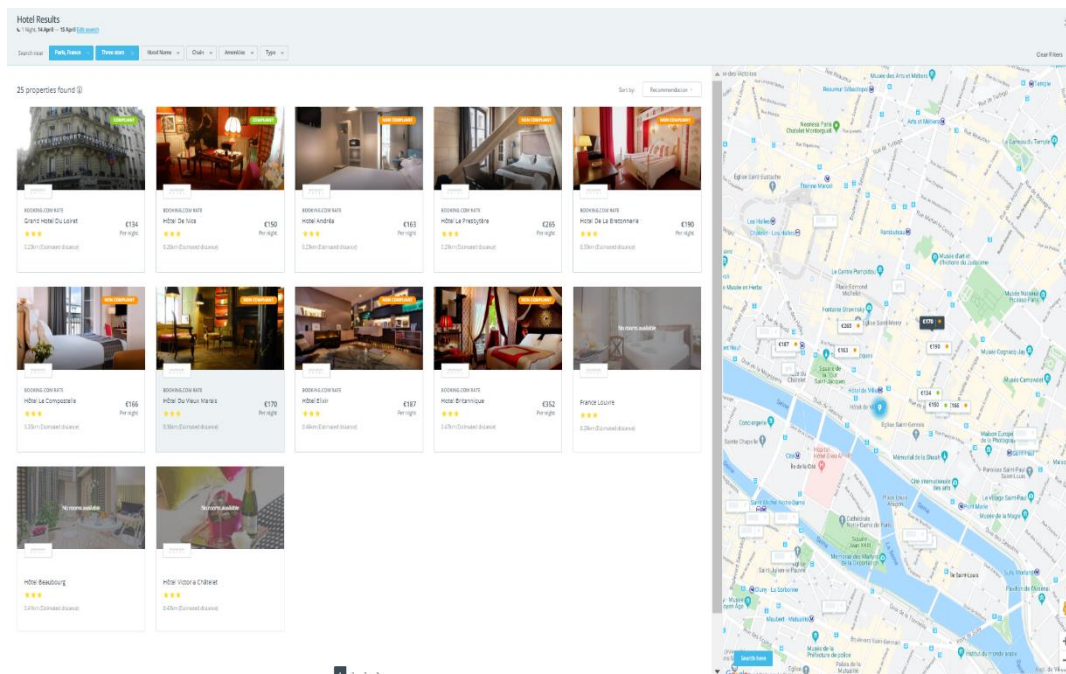
SCOPE

Hotel searches made with the following suppliers for Desktop and Mobile: SMP, Galileo, Sabre, Booking.com and HCorpo (HotelHub 20.1 SP1).
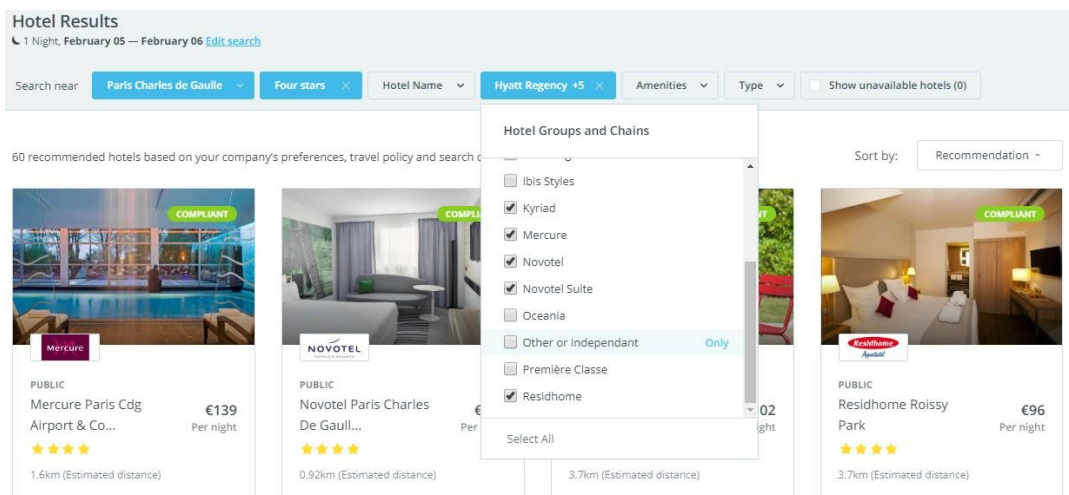
[HOTEL] FILTER BY HOTEL CHAIN NAMES

GDS IMPACTED	All
COUNTRY	All
TIER	All
ACTIVATION	Automatic
STATUS	Launched / Included with 20.1 release

SYNOPSIS

The search flow for hotels has been improved by giving users the possibility to filter hotel results using the names of hotel chains.

If a specific hotel does not belong to a hotel group or chain, or if it is not identified by Neo, it is shown as "Other or Independent" in the filter.

SCOPE

- Hotel single search
- Door-to-door searches
- Desktop and Mobile

[HOTEL] NEW SEARCH BY HOTEL NAME

GDS IMPACTED	All
COUNTRY	All
TIER	All
ACTIVATION	Automatic
STATUS	Launched / Included with 20.1 release

SYNOPSIS

The hotel search form has been simplified to make it easier for travelers to search for a hotel.

There is now only one search field displayed. This "Destination" search field allows the traveler to enter an address, company site, or a hotel name.

Before…   After…

If the user searches for a hotel by name, the hotel with this name will always appear at the top of the results list. This allows the user to easily find the hotel of their choice by name.

Before…
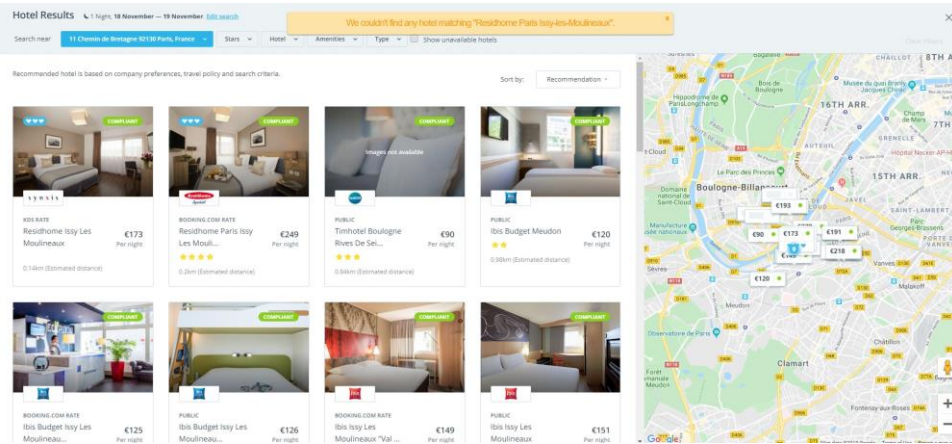
After…
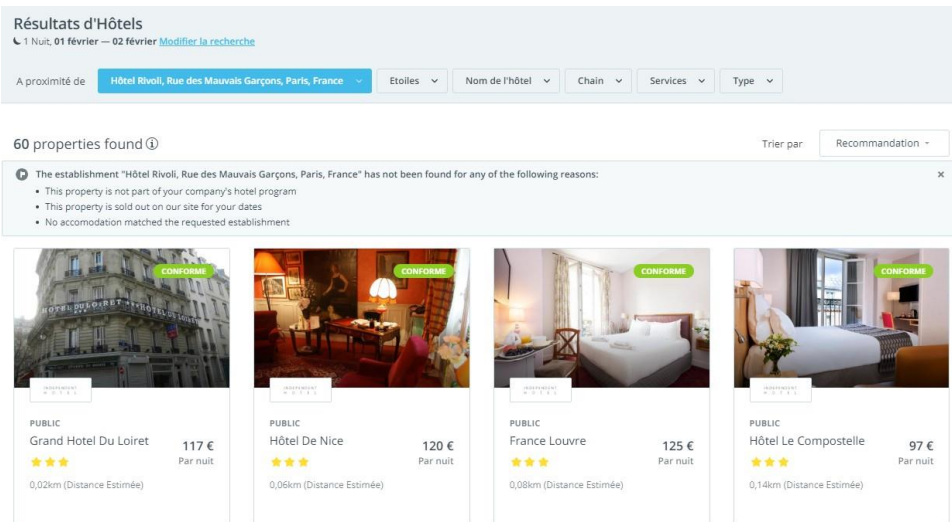
If the traveler searches for a hotel by name and the hotel is not found, a new message will display providing information on why the hotel could not be displayed.

SCOPE

Hotel searches in Neo Desktop and Mobile.

[HOTEL] COMPANY SITES ON THE HOTEL MAP

GDS IMPACTED	All
COUNTRY	All
TIER	All
ACTIVATION	Automatic
STATUS	Launched / Included with 20.1 release

SYNOPSIS

Company sites are now displayed on the hotel map. This enhancement makes it easier for travelers to determine the proximity of their company locations to the hotels that are returned in the display.

As a result, assessment of the location of the proposed hotel in relation to their company site is enhanced.

Note: The hotel map will only display those company sites that have been defined in the Admin part using the proper geocodes.
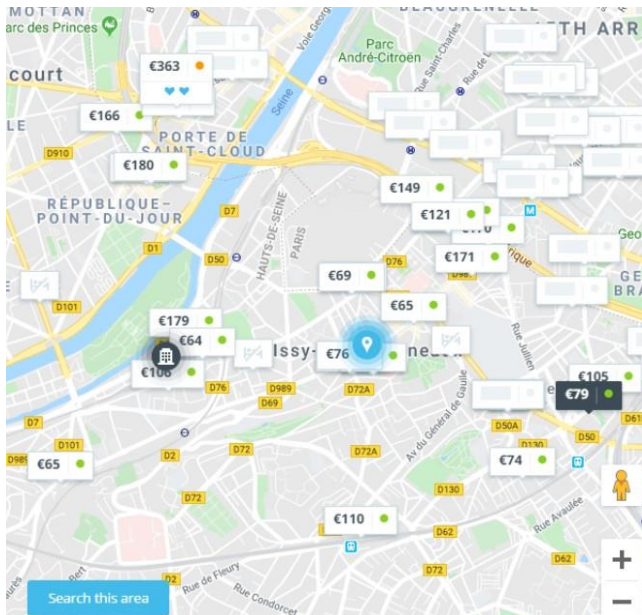
SCOPE

▪ Hotel Searches

▪ Hotel alternatives following a door-to-door search

▪ Desktop and Mobile

[HOTEL] ADDITIONAL INFORMATION IN HOTEL FILTERS

GDS IMPACTED	All
COUNTRY	All
TIER	All
ACTIVATION	Automatic
STATUS	Launched / Included with 20.1 release

SYNOPSIS

In an effort to improve the search flow for hotels, additional information will be provided in the filters for hotel searches.

This information now includes:

- The number of remaining hotels which match the related options indicated in the filter

- Total number of hotel results which match all filters
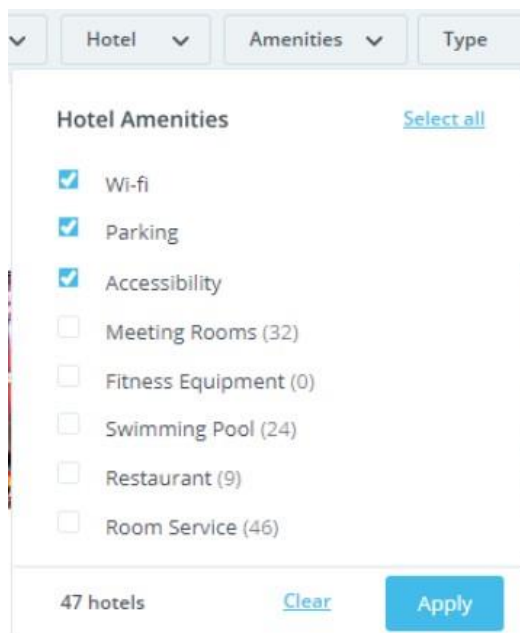
SCOPE

- Hotel searches

- Desktop and Mobile

[HOTEL] FURTHER ENHANCEMENTS FOR HOTELS

GDS IMPACTED	All
COUNTRY	All
TIER	All
ACTIVATION	Automatic
STATUS	Launched / Included with 20.1 release

SYNOPSIS

In an effort to continue improving the search flow for hotels, the user will now be introduced to a pagination of 12 hotels per page.

This development is the first of a series, which has for objective to increase the display of the number of hotels in the results page, and also to automatically price them.

Also, for 20.1, for the suppliers which are included in the scope (see Scope section below), when the user changes page, or uses a filter, the hotels will automatically be priced. This avoids using the Check Vacancy button.

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SCOPE

- All hotel sources will benefit from the pagination. However as automated pricing will not be available yet for Amadeus and HotelHub content, if the Neo site is using one of this content then only the hotels of the first page will be priced. Hotels on all the other pages will not be priced automatically.

- Desktop and Mobile

[OFFLINE] ENHANCED OFFLINE ACCESSIBILITY ON FORMS

GDS IMPACTED	N/A
COUNTRY	All (as soon as offline module is enabled)
TIER	All
ACTIVATION	Automatic
STATUS	Launched / Included with 20.1 release

SYNOPSIS

To ensure that Neo is adapted to visually-impaired users, each input field (txt, date, dropdown, checkbox, etc.) has been correctly labeled.

With this new labeling the user can be ensured that their screen reading device or software is able to navigate the application efficiently.

SCOPE

- Offline travel request creation and submission forms
- Offline request list
- Offline request proposals
- Offline request proposal selection step

[PROFILE] MANDATORY INFORMATION IN USER PROFILE

GDS IMPACTED	All
COUNTRY	All
TIER	All
ACTIVATION	On request
STATUS	Launched / Included with 20.1 release

SYNOPSIS

Travelers will now be prevented from completing their booking if all mandatory profile fields, such as Date of Birth and Gender, are not completed. If a traveler has not provided all of the required information, they will be prompted to do so on the Trip Itinerary page. This change will ensure that the traveler provides all required information before the booking can be completed.
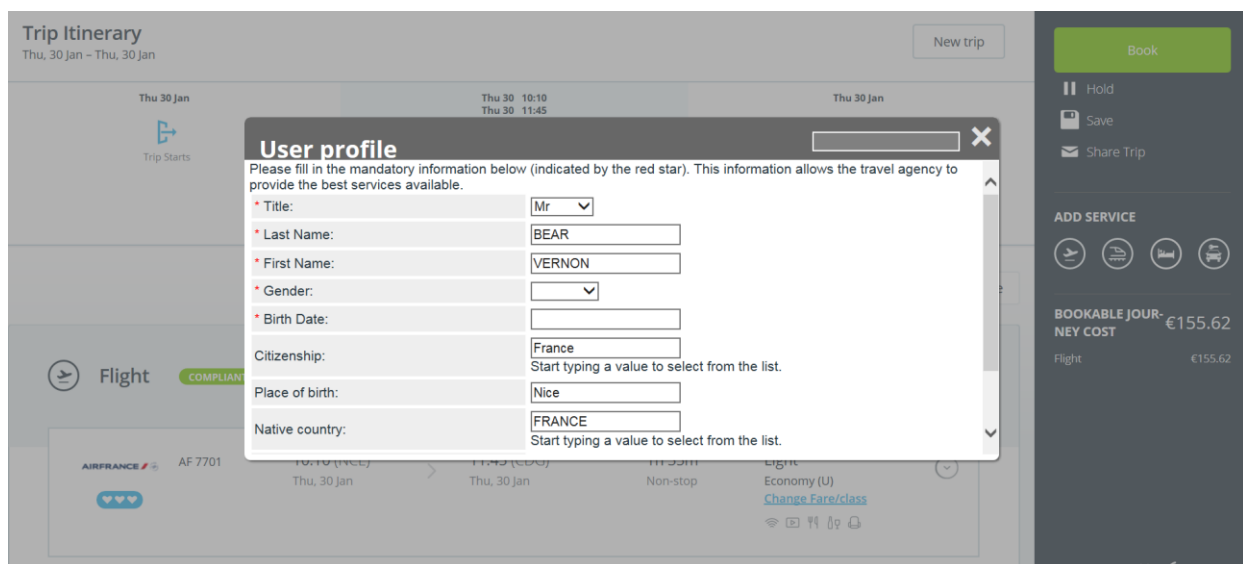
Note: The information fields under General in the user profile are taken into account. Information fields under "Preferences" are out of scope.

By default, Date of Birth and Gender as well as Title, Last name and First Name are set up as mandatory. If other profile fields need to be set up as mandatory, please contact your GBT Account Manager.

SCOPE

- Single-searches
- Door-to-door searches

Out of scope: Booking manual search

[PROFILE] PAYMENT CARDS: NUMBER NOT ALLOWED IN "HOLDER NAME" FIELD

GDS IMPACTED	All
COUNTRY	All
TIER	All
ACTIVATION	Automatic
STATUS	Launched / Included with 20.1 release

SYNOPSIS

Travelers will no longer be able to enter numbers in "Holder's full name" field when they are adding or updating Credit Card information in the Profile.

If a user does try to add numbers to that field they will not be able to save those changes.
This enhancement will help to ensure that the credit card information is saved and transmitted correctly to avoid any processing issues.

SCOPE

Applicable to payment cards in the user's profile.

[RAIL] SNCF DIGIPASS

GDS IMPACTED	Amadeus PAO SNCF direct link
COUNTRY	France
TIER	All
ACTIVATION	Automatic from February 11st when SNCF launches the feature.
STATUS	Launched / Included with 20.1 release

SYNOPSIS

From November 2019, SNCF launch the Digipass. With this development, travelers who have a loyalty card do not need to print their e- billet. This possibility is now extended to clients who have a subscription card.

The SNCF subscription card included within the Neo online profile will be transmitted from Neo to SNCF.

This improvement allows the traveller not to print his e-billet anymore from February 11st when this feature is in place at SNCF too.

The improvement has already been prepared proactively on Neo's side.

SCOPE

PAO SNCF Direct Link.

[SEARCH_FORM] UI IMPROVEMENTS

GDS IMPACTED	All
COUNTRY	All
TIER	All
ACTIVATION	Automatic
STATUS	Launched / Included with 20.1 release

SYNOPSIS

When the user opens the search form, and no information has yet been filled-in, a warning message will no longer be automatically displayed.

Now, when information is erased or is invalid (e.g. when the user enters a city which does not exist), a warning message in red appears.

Icons have also been added in the field for "date" as well as the field for "hour".
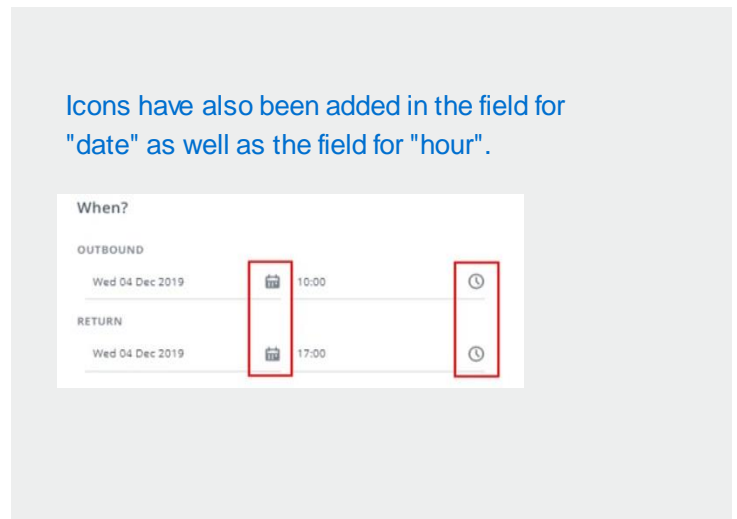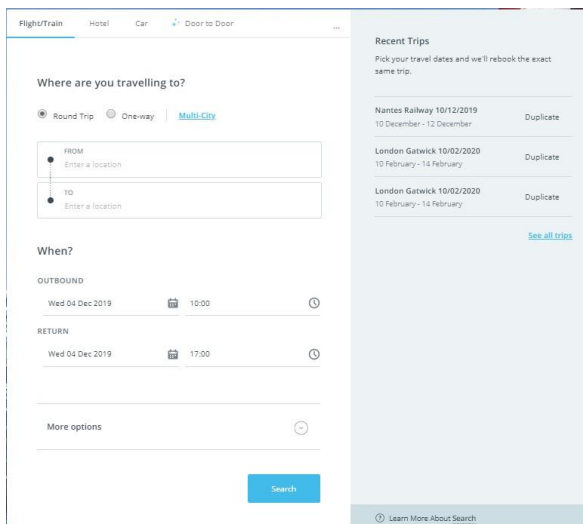
Scope

- Initial search form
- Add service search form
- Edit search form

![American Express Global Business Travel logo]

[SUPPLIER PROGRAM] "PREFERRED SUPPLIER" NOW CALLED "PREFERRED PARTNER"

GDS IMPACTED	All
COUNTRY	All
TIER	All
ACTIVATION	Automatic
STATUS	Launched / Included with 20.1 release

SYNOPSIS

The term "preferred supplier" has been replaced by "preferred partner" throughout the Neo travel module and within Admin part. The term "partner" is already widely used throughout the travel industry, and may promote a more positive image than the term "supplier".

This new wording is visible in the tooltip displayed when the user hovers over the preference icons (hearts).
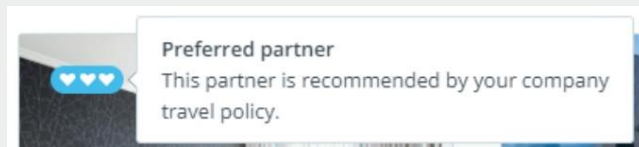
SCOPE

Applicable to desktop, when the preference icons appear in Neo (flights, trains, car rentals and now hotels).

[TRAVEL POLICY] REASONS FOR COMPLIANCE FOR GROUND TRANSPORT AND HOTEL "NOT ALLOWED"

GDS IMPACTED	All
COUNTRY	All
TIER	All
ACTIVATION	Automatic for generic message, on request for specific content displayed in compliancy badge for ground transportation. Automatic for hotels not allowed if a specific hotel policy hides hotels; on request for clients who would like to have hotels hidden.
STATUS	Launched / Included with 20.1 release

SYNOPSIS

Continuing with developments made in 19.4 for hotel and car rental, a new badge "Not Allowed" appears on hotels which are identified as establishments not covered by company travel policies.

Behind this badge, a tooltip is also displayed when the user hovers over this badge. The tooltip includes information on why or why not a result is compliant according to company policy.
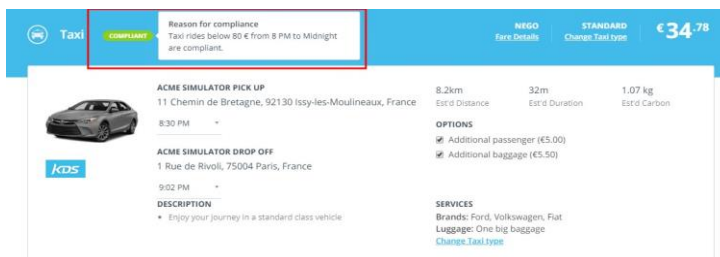
Compliancy badge for ground transport (taxi)
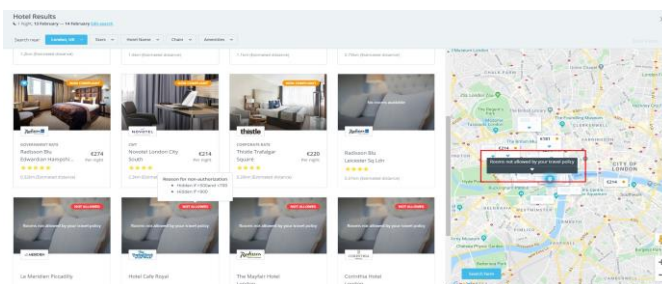
Compliancy badge for hotels "not allowed"

SCOPE

Search results for ground transport and hotels. Desktop and Mobile.

[TRANSPORT] ENHANCEMENTS FOR THE SEARCH BY SUPPLIER FUNCTION FEATURE

GDS IMPACTED	All
COUNTRY	All
TIER	All
ACTIVATION	Automatic
STATUS	Launched / Included with 20.1 release

SYNOPSIS

When searching for a flight or train, users can now search for a supplier using just a partial match of the supplier's name. This will make it easier for travelers to search for and find results from the specific suppliers they are most interested in.

Example: In the example below, when the user enters "Mer" in the text box, the results returned will include all suppliers containing those three letters.
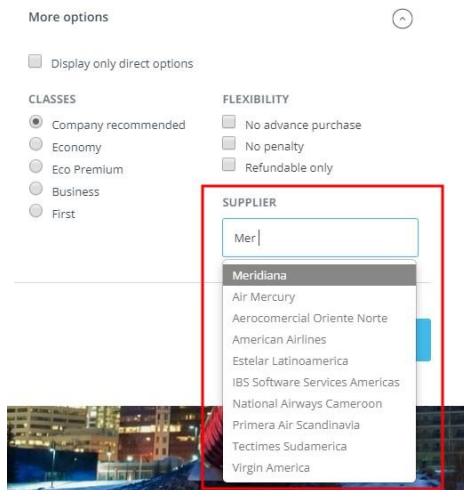
SCOPE

Applicable to the search form for

- Train

- Flight

- Flight / Train

EXPENSE

[ATTENDEE TRACKING] MINIMUM OF 2 ATTENDEES

GDS IMPACTED	N/A
COUNTRY	All
TIER	All
ACTIVATION	Automatic if Neo Expense enabled
STATUS	Launched / Included with 20.1 release

SYNOPSIS

When using an expense type with internal Attendee Tracking, a minimum of 2 attendees is now required in the expense line.

If the attendees are not present, the expense line is signalled as incomplete.

SCOPE

Neo expense.

[EXPENSE LINES] WARNING AND BLOCKING OF DATES IN THE FUTURE

GDS IMPACTED	N/A
COUNTRY	All
TIER	All
ACTIVATION	On request if Neo Expense enabled
STATUS	Launched / Included with 20.1 release
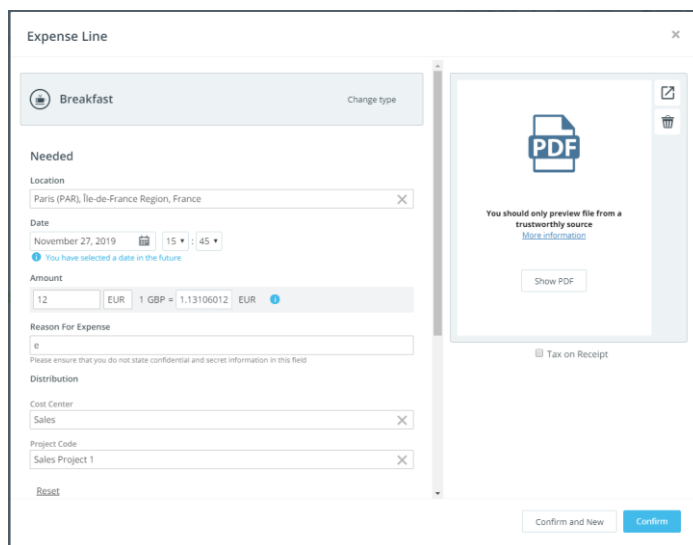
SYNOPSIS

By preventing mistakes which can be made when dates are entered for expense reports, Neo now blocks expense lines which are dated in the future.

In the admin part of Neo, it is possible to configure if an expense must be blocked or if a warning must be put for expenses expected at a future date.

FOR EXPENSES EXPECTED IN THE FUTURE, THERE WILL BE 2 AVAILABLE POSSIBILITIES:
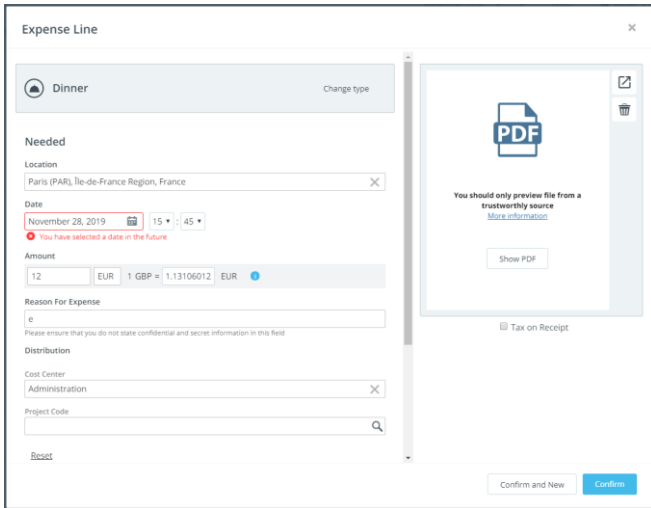
Warning: When an expense date exceeds today's date, the user is warned, but the expense can still be submitted. (Default setting).

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Blocking: When an expense date exceeds today's date, the expense line is considered incomplete and lands in "Anomalies". This expense report cannot be submitted until it is amended.

SCOPE

Neo UI customers only.

![American Express Global Business Travel logo]

[EXPENSE] TRIP DISPLAY ENHANCEMENTS

GDS IMPACTED	N/A
COUNTRY	All
TIER	All
ACTIVATION	Automatic if Neo Expense enabled
STATUS	Launched / Included with 20.1 release

SYNOPSIS

To enhance clarity, canceled trips are now displayed with a dedicated color in the calendar. Trips which are not canceled, continue to be displayed in green.
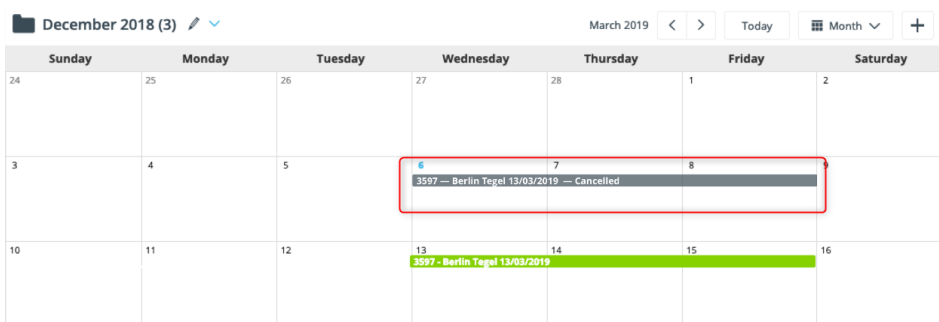
Month view: canceled trip

A mention is made for canceled trips within the Expense Line form.

Following the creation of an expense report, when a PDF is generated, the mention "canceled" has been added in the case of a cancellation.

SCOPE

Neo expense

[EXCHANGE RATES] INVALID EXCHANGE RATE AS AN ANOMALY

GDS IMPACTED	N/A
COUNTRY	All
TIER	All
ACTIVATION	Automatic if Neo Expense enabled
STATUS	Launched / Included with 20.1 release

SYNOPSIS

When exchange rates are dealt with in Neo, the "validation" which is defined by the customer is applied. This validation renders the line incomplete (if invalid), leaving it to the supervisor or accountant to decide if it is allowed or not. In Neo, it is now possible to create an expense line with exchange rates which exceed the limit which is defined in the admin part of Neo, and which are flagged as anomalies. A new type of error message is created, pertinent to the amount of the exchange rate.

For draft reports, the invalid exchange rate is presented as an anomaly which prevents submission of an expense report. Submitted reports may have an invalid exchange rate which appears in the anomaly section, but this does not prevent the supervisor from approving the expense report. The supervisor may also be entitled to reject the expense line.

Invalid exchange rate appears in the anomaly section for pending accounting reports. This does not prevent the accountant from giving accounting agreement. The accountant may give accounting disagreement, and the accountant can reject the expense line.
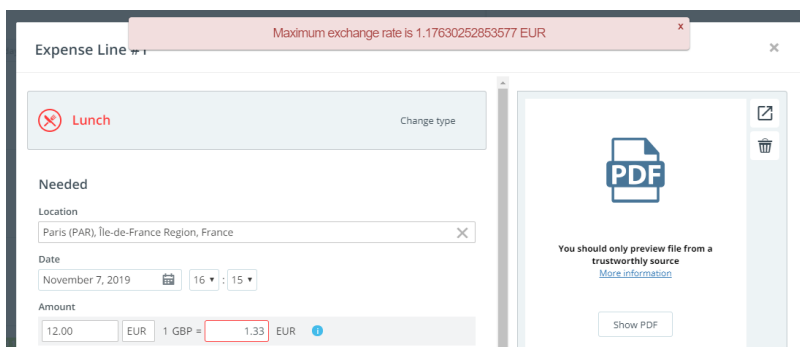
SCOPE

Exchange rates in Neo expense.
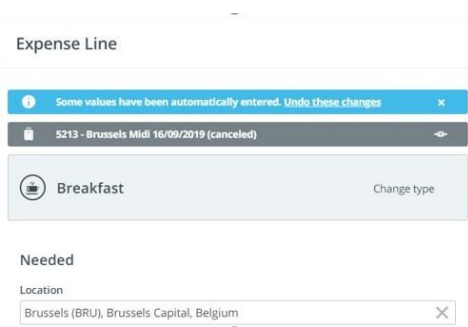
[RECEIPTS] IMPOSSIBILITY TO REMOVE SUBMITTED RECEIPTS

GDS IMPACTED	N/A
COUNTRY	All
TIER	All
ACTIVATION	Automatic if Neo Expense enabled
STATUS	Launched / Included with 20.1 release

SYNOPSIS

In the dematerialization process, when an expense report is submitted, receipts should not be altered by anyone in order to ensure compliancy.

From 20.1, it has been made so that accountants are not able to remove, add or alter receipts for submitted expense reports.

SCOPE

Receipts in Neo expense.

[RECEIPTS] NO FURTHER SUPPORT OF .GIF FORMAT FOR RECEIPTS

GDS IMPACTED	N/A
COUNTRY	All
TIER	All
ACTIVATION	Automatic if Neo Expense enabled
STATUS	Launched / Included with 20.1 release

SYNOPSIS

In the digitization process, receipts in .gif format are not recognized as compliant in some countries. When Receipts are uploaded in .gif format, they will be automatically rejected. Other formats are still supported (.jpeg, .png or PDF).

SCOPE

Receipts in Neo expense.

[LOCATION FIELD] SUPPORT OF LOCATIONS WITH <2000 INHABITANTS FOR FRANCE AND GERMANY

GDS IMPACTED	N/A
COUNTRY	All
TIER	All
ACTIVATION	Automatic if Neo Expense enabled
STATUS	Launched / Included with 20.1 release

SYNOPSIS

To improve the usage of the location field for Neo expense, the location list is updated by including cities that have fewer than 2000 inhabitants in both France and Germany.

French and Germany administrative districts are now displayed in the expense lines (i.e. "département" in France, or "Regierungsbezirk" in Germany).

Location field in France

Location field for Germany

SCOPE

- Neo expense
- Desktop and Mobile
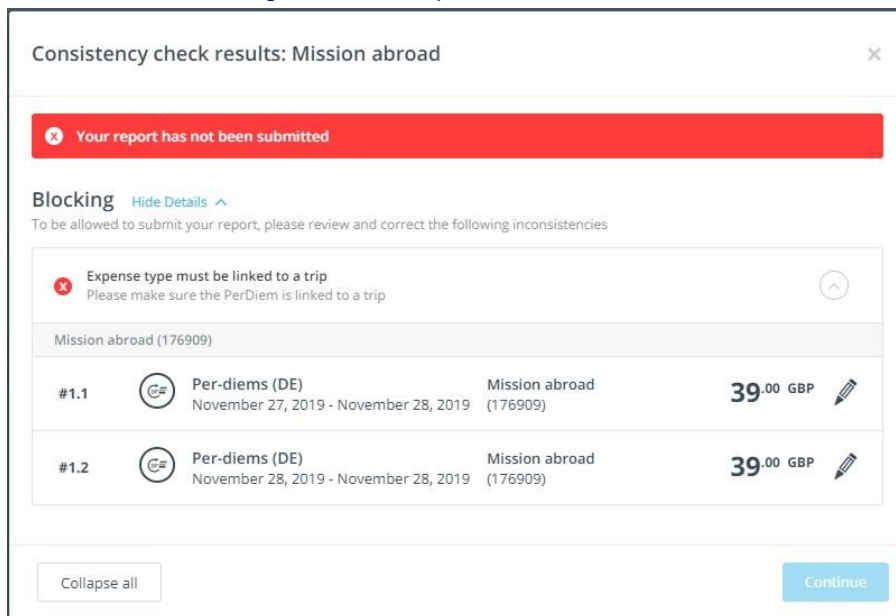
[CONSISTENCY CHECK] EXPENSES NOT LINKED TO A TRIP

GDS IMPACTED	N/A
COUNTRY	All
TIER	All
ACTIVATION	On request if Neo Expense enabled
STATUS	Launched / Included with 20.1 release

SYNOPSIS

A consistency rule has been developed in the admin part of Neo to ensure that expense lines corresponding with the expense type configured in the rule in an expense report are linked to a trip.

Note: If the "Consumption Date" is between the "Trip start date" and "Trip end date" inclusively, the expense is considered as being linked to a trip.

SCOPE

Applicable to expense types included in the rule for consistency checks.

USE CASE

▪ User creates an expense report with 3 lines:

– Line 1 : Breakfast - linked to the trip "Berlin 2018 - 1000001234"

– Line 2 : Parking - linked to the trip "Berlin 2018 - 1000001234"

– Line 3 : PerDiem - not linked to a specific trip

▪ After clicking on **Submit**, a blocking consistency rule mentioning line 3 is apparent

- The user can edit the expense line by changing the date to make it link to a trip.
- Once amended, the expense line can be submitted.

NEO

MOBILE APP

[ACTIVATION] MANAGEMENT OF THE NEO MOBILE TILE DISPLAY

GDS IMPACTED	N/A
COUNTRY	All
TIER	All
ACTIVATION	On request
STATUS	Launched / Included with 20.1 release

SYNOPSIS

It is possible to manage if the Neo mobile tile is displayed on the homepage or not. Configuration on the display of this tile is done in the admin part of Neo.
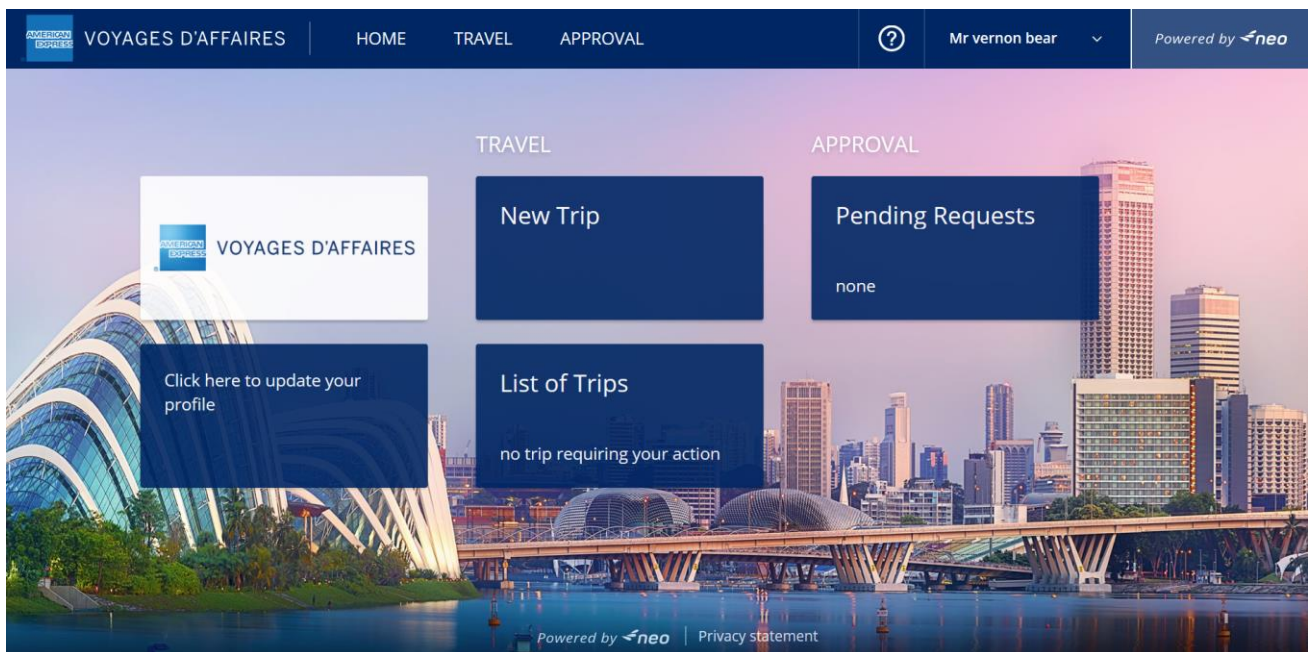
SCOPE

Tile for Neo Mobile on the homepage.

[ACTIVATION] GENERATE QR CODE FROM THE NEO MOBILE TILE ON THE HOMEPAGE

GDS IMPACTED	N/A
COUNTRY	All
TIER	All
ACTIVATION	Automatic
STATUS	Launched / Included with 20.1 release

SYNOPSIS

In 20.1, the QR code activation has been made easier to find for users, by generating the QR code directly from the Neo mobile tile on the homepage.

The Generate new QR Code button is designed to regenerate a code for activation of the application. This code can be used in case the scan of the first failed, for example.
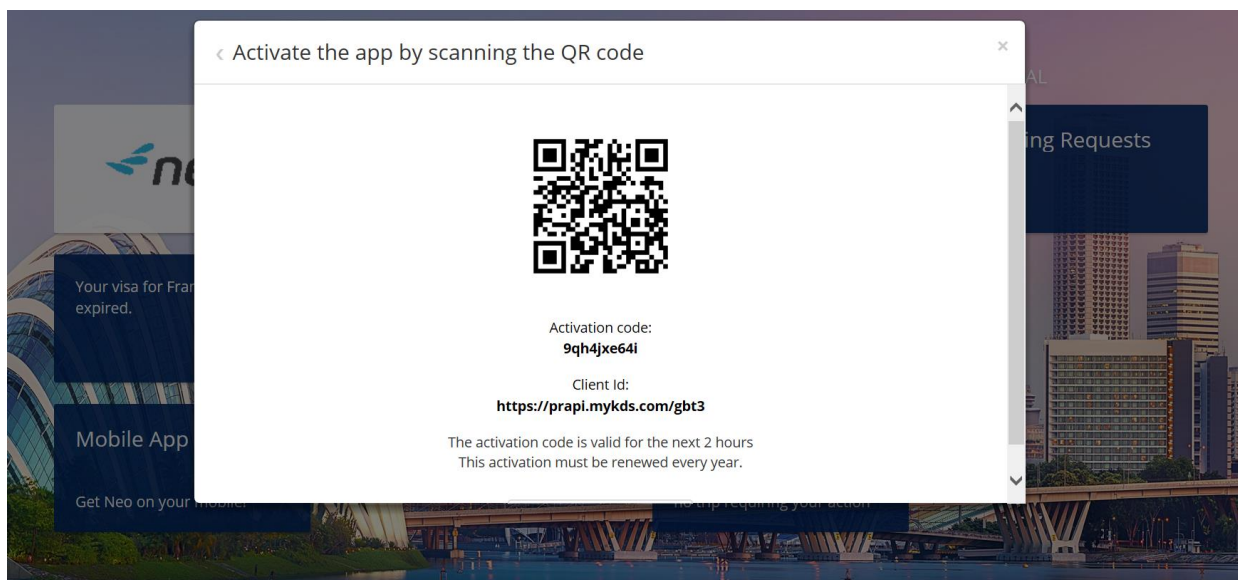
Access to the QR code from the Neo homepage

SCOPE

Tile for Neo Mobile on the homepage.

[MOBILE] RECEIPT DISPLAY UPON LANDING ON THE EXPENSE FORM

GDS IMPACTED	N/A
COUNTRY	All
TIER	All
ACTIVATION	Automatic if Neo Expense enabled
STATUS	Launched / Included with 20.1 release

SYNOPSIS

The receipt is now displayed at the top of the expense form.

As a result, the expense form and its content is made more visible for the user.
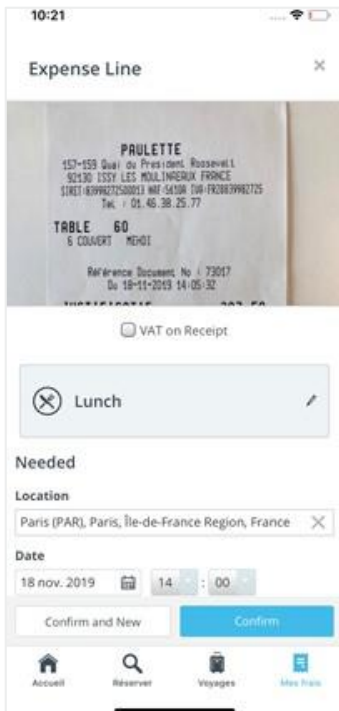
SCOPE

Neo Mobile

[EXPENSE INBOX / MOBILE] INDICATING IF EXPENSE LINES ARE COMPLIANT WITH COMPANY POLICY

GDS IMPACTED	N/A
COUNTRY	All
TIER	All
ACTIVATION	Automatic if Neo Expense enabled
STATUS	Launched / Included with 20.1 release

SYNOPSIS

Users can better understand when there are errors by showing which expense lines are not compliant in the Neo mobile expense box. These expense lines are now shown in orange.

This information also helps manage expenses efficiently by following rules for expenses according to the company's policy.

SCOPE

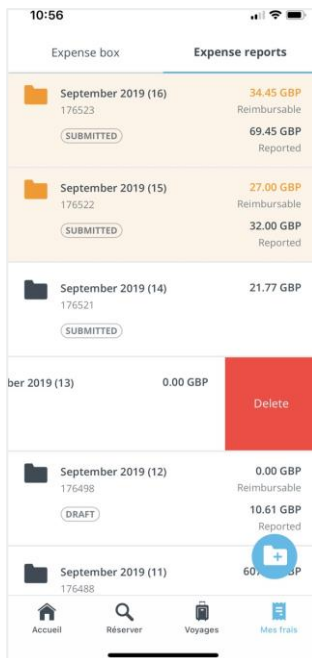Expense lines created on Neo Mobile expense box.

[EXPENSE LINE / MOBILE] MANAGEMENT OF EXPENSE REPORTS FOR NEO MOBILE

GDS IMPACTED	N/A
COUNTRY	All
TIER	All
ACTIVATION	Automatic if Neo Expense enabled
STATUS	Launched / Included with 20.1 release

SYNOPSIS

The expense report list is found under the tab Expense Reports. The user can open, delete or create an expense report from this tab:

- To open a report: tap on a specific expense report

- Delete a report: swipe or tap long native control or in the header when opening the report

- Create a new report: click on Plus

SCOPE

Expense reports in Neo Mobile.

[EXPENSE INBOX / MOBILE] ENHANCE FIELD RECONCILIATION (SMART MATCH) BETWEEN LINE AND CC IMPORT

GDS IMPACTED	N/A
COUNTRY	All
TIER	All
ACTIVATION	Automatic if Neo Expense enabled
STATUS	Launched / Included with 20.1 release

SYNOPSIS

Improvements have been done towards the creation of expense lines, and a better integration with the Smart Match feature.

Previously, when a user selected the Smart Match transactions, all fields completed after receipt scanning were lost. The user then had to enter their information again.

With developments done in 20.1, there has been a merge of all fields completed by the user after the receipt is scanned (with the exception of the fields coming from the "Credit card" feed).

> **Credit card fields:** These information fields are not merged at the time of Smart Match:
>
> Amount / Payment Date / Currency / Exchange rate / Vendor / Payment Method

SCOPE

Smart Match feature for Neo Mobile.